Appointment Management

Introduction

The Appointment Management option is used to view appointments for a selected patient or clinic and to execute appropriate action(s) against these appointments, such as check in and check out.

If a patient is selected, all appointments for the selected patient within the designated time frame will be displayed. This option is also designed to allow you to wand the record tracking barcode on the patient's medical record in selecting a patient.

The beginning date of the report range is determined by the APPT SEARCH THRESHOLD parameter in the Scheduling Parameters (today's date minus the parameter entry), and the ending date will be 999 days in the future .

If selecting a clinic, you will be prompted for the date range of the display. Only clinic appointments within the designated time frame and with a status of NO ACTION TAKEN or ACTION REQUIRED are displayed.

Following is a list of actions that may be accomplished through the Appointment Management Screen.

CI Check In	PT Change Patient
CO Check Out	UN Unscheduled Visit
CL Change Clinic	EC Edit Classification
MA Make Appointment	CD Change Date Range
PR Provider Update	CA Cancel Appointment
EP Expand Entry	DX Diagnosis Update
NS No Show	AE Add/Edit (INACTIVE)
DE Delete Check Out	DC Discharge Clinic
RT Record Tracking	AL Appointment Lists
PD Patient Demographics	CP Procedure Update
GF GAF Score	TI Display Team Information

When "Check Out" (CO) is selected from the Appointment Management Screen, you have the option to display the Checkout Screen which uses the same type of format as the Appointment Management Screen. By selecting certain actions, such as Unscheduled Visit, Make Appointment, and Cancel Appointment, you automatically access other scheduling options. When Record Tracking is selected, you automatically access the Record Tracking software.

Appointment Management

Introduction

The Edit Classification action permits you to edit required classifications associated with regular appointments and stand-alone add/edits. The classifications include those questions related to whether or not the treatment was for a service connected condition, or related to Agent Orange/ionizing radiation/environmental contaminant exposure. These questions appear if they are applicable to the patient.

All required classifications must be answered to complete the checkout process. You are not allowed to up-arrow out of these questions unless they are already answered or your site has set the ALLOW '^' OUT OF CLASS. parameter in the Set up a Clinic option (Supervisor menu) to YES.

In accordance with Veterans Health Administration (VHA) Directive 97-059, Global Assessment of Function (Axis V, a.k.a. GAF) Scores will now be collected for outpatients with appointments in a Mental Health clinic. GAF data will be passed to the Mental Health system through Mental Health-provided APIs.

The GAF Score (GF) action allows users who hold the appropriate security key to enter/edit GAF Score information. For a provider to be displayed at the "Provider determining GAF Score:" prompt, the provider *must* have the appropriate security key. (Refer to the Security Section of the PIMS V. 5.3 Technical Manual for information about security keys.) Any appointments which require a new GAF score will be displayed with an asterisk (*) in the first column. When using the GAF Score (GF) action, you need to confirm all entries. The default is NO.

GAF Scores apply only to those patients with appointments in a Mental Health Clinic. If the patient's appointment is *not* in a Mental Health clinic, the GAF score will not be checked and you will not be prompted to enter it. The clinic is considered to be a Mental Health Clinic if the Clinic Stop Code begins with a "5" and it is *not* one of the following Clinic Stops:

526	TELEPHONE/SPECIAL PSYCHIATRY
527	TELEPHONE/GENERAL PSYCHIATRY
528	TELE/HOMELESS MENTALLY ILL
530	TELEPHONE/HUD-VASH
536	TELEPHONE/MH VOC ASSISTANCE
537	TELEPHONE/PSYCHOSOCIAL REHAB
542	TELEPHONE/PTSD
546	TELEPHONE/IPCC
579	TELEPHONE/PSYCHOGERIATRICS

Appointment Management

Introduction

The GAF score requirement is based on a 90-day review (based on TODAY and the date of the previous GAF score). If the previous GAF score is greater than 90 days old, a new GAF score will be required. If a new GAF score is required, the Appointment Management Check Out screen will display the previous GAF date and score in the third line of the header. If no new GAF is required, the third line will be blank. After check out, if a new GAF score is required, and you do not return to the check out screen, you will get a warning that a new GAF is needed for the patient.

If the Clinic View display is used in the Appointment Management Module, the header will display as follows for Mental Health Clinics only:

```
Clinic: MENTAL HEALTH
Patient: STELLA,TOMMY (0909)                                   Outpatient
Total Appointment Profile       * - New GAF Required     09/01/98 thru 06/26/01
      Clinic                  Appt Date/Time       Status
```

Appointment Management

Example

```
Check Out                    Sep 16, 1998 14:14:15        Page:    1 of    2
Patient: STELLA,TOMMY (0909)                          Clinic: MENTAL HEALT
Appointment Date/Time: Aug 31, 1998 09:00             Checked Out: NO


       CLASSIFICATION    [Required]
  1      Treatment for SC Condition: YES
  2           Agent Orange Exposure: Not Applicable
  3     Ionizing Radiation Exposure: Not Applicable
  4      Environmental Contaminants: Not Applicable



       PROVIDER    [Required]                 DIAGNOSIS    [Required]
  1    WILSON,PATRICIA L                   1  V61.10    COUNSEL-MARITAL/PARTN, UNS


+         Enter ?? for more actions
CD  Check Out Date       EC  Edit Classification   PD  Patient Demographics
AP  Appointment          PR  Provider Update       RT  Record Tracking
DC  Discharge Clinic     DX  Diagnosis Update      CP  Procedure Update
AE  Add/Edit             IN  Interview             GF  GAF Score
Select Action: Next Screen//  GF   GAF Score


GAF Score:  (1-100):  80
Is this the correct GAF Score? NO//   YES
Date/Time of New GAF Score:  (0/0/0 - 9/16/98): NOW//   <RET>  (SEP 16, 1998@14:19)
Is this the correct Date/Time? NO//   YES
Provider determining GAF Score:  WILSON, P  WILSON,PATRICIA L              PLW
  162 Physicians (M.D.)
Is this the correct Provider? NO//   YES
Is the information entered correct? YES//   <RET>
```

Appointment Management

Example

```
Check Out                    Sep 16, 1998 14:23:08       Page:    1 of    2
Patient: STELLA,TOMMY (0909)                         Clinic: MENTAL HEALT
Appointment Date/Time: Aug 31, 1998 09:00:00         Checked Out: YES


   _____
      CLASSIFICATION    [Required]
  1      Treatment for SC Condition: YES
  2          Agent Orange Exposure: Not Applicable
  3      Ionizing Radiation Exposure: Not Applicable
  4       Environmental Contaminants: Not Applicable



      PROVIDER    [Required]                DIAGNOSIS    [Required]
  1     WILSON,PATRICIA L                1  V61.10    COUNSEL-MARITAL/PARTN, UNS


   _____
  +          Enter ?? for more actions
CD   Check Out Date      EC  Edit Classification   PD  Patient Demographics
AP   Appointment         PR  Provider Update       RT  Record Tracking
DC   Discharge Clinic    DX  Diagnosis Update      CP  Procedure Update
AE   Add/Edit            IN  Interview             GF  GAF Score
Select Action: Next Screen//
```

Appointment Check-in/Check-out

Introduction

The Appointment Check-in/Check-out option is used to check in or check out appointments for a selected clinic and date. It may also be used to edit the checked in/out date/time on file for an appointment or delete a checked in date/time when one has been entered in error. If you wish to edit the check out date, use the Check Out Date action on the Checkout Screen.

When using the checkout function, you may be prompted through a checkout interview. Classification, provider, diagnosis, and procedure code information for the selected appointment can be added/updated.

You have the option to display the Checkout Screen through this option. By selecting certain actions, such as Unscheduled Visit, Make Appointment, and Cancel Appointment, you automatically access other scheduling options. When Record Tracking is selected, you automatically access the Record Tracking software.

When processing is completed, you are prompted to select another patient, clinic, or date without having to leave the option.

Appointment Check-in/Check-out

Introduction

This option is designed to allow input from either a CRT keyboard or a barcode reader. In order to use the barcode capabilities, the clinic's appointment list must be printed on a device that supports the printing of barcodes. If the patient barcode on the appointment list is missing or unreadable, you may use the record tracking barcode on the patient's medical record.

In accordance with Veterans Health Administration (VHA) Directive 97-059, Global Assessment of Function (Axis V) (a.k.a. GAF) Scores will now be collected for outpatients with appointments in a Mental Health clinic. All new GAF data will be passed to the Mental Health system through Mental Health provided APIs. Please refer to the Appointment Management option for information about entering GAF scores with the new GAF Score (GF) option.

Appointment List

Introduction

The Appointment List option is used to generate appointment lists for one/many/all clinic(s) for a specified date. At multidivisional facilities, one/many/all divisions may be specified. All clinics chosen have to be associated with one of the selected divisions.

The user may specify the number of desired copies of the list. A separate list is produced for each designated clinic and appointments are listed chronologically by appointment time within each list.

The appointment list generated will include the name and date of the clinic, the run date, appointment time, patient name, and SSN. If applicable, the following data will also be provided: lab, x-ray, and EKG test times, ward location, room/bed, and other patient-specific information. This may include patient being seen as a collateral, patient is enrolled over a year and is a non-vet or NSC, chart requested and current Means Test status and date of the last test, or if there is an entry in the MEANS TEST file. If a NSC patient has been enrolled for more than one year, a message will print to that effect asking that the patient be re-evaluated. Overbooks will be denoted by an asterisk (*) beside the patient name.

A variety of messages, such as those regarding Means Test status, Copay Exemption status, and GAF Score are displayed when applicable. (Please refer to the Appointment Management section of this manual for more information about GAF Score.)

If you are utilizing a device with barcode capabilities, you may choose to have the patient's SSN printed in barcode form. If wands are available at clinic locations, these barcodes may be used for patient check in and checkout.

Appointment List

Example
Printing to a device **without** barcode capabilities.


```
Select clinic: ALL// <RET>
FOR DATE: 2/12/92   (FEB 12, 1992)
NUMBER OF COPIES: 1// <RET>
DEVICE: HOME// A137    HALLWAY LASER       RIGHT MARGIN: 132// <RET>
DO YOU WANT YOUR OUTPUT QUEUED? NO// Y   (YES)

Requested Start Time: NOW// <RET>   (FEB 06, 1992@10:01:42)   ( Task#: 4120)
```


```
APPOINTMENTS FOR  MENTAL HYGIENE CLINIC ON  FRI JUL 10, 1998    OCT 01, 1998
  APPOINT   PATIENT NAME                    SSN       LAB      X-RAY        EKG
  TIME                                                TIME     TIME        TIME
            OTHER INFORMATION       WARD LOCATION
                                      ROOM-BED
_____
10:00 AM


        HUNTER,RICK                  123225432
               ** New GAF Score Required **                                    |
               ** Required for OPC Credit =>  SC **
```